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Serial No.: 09/873,828  
Attorney Docket No.: 9L01.1-030  
PATENT

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Application of: MCKENZIE et al.

Serial No.: 09/873,828

Filed: June 4, 2001

For: "SYSTEM AND METHOD FOR  
DETERMINING AND PRESENTING  
NETWORK PROBLEMS"

Group Art Unit: 2113

Examiner: PUENTE, Emerson C.

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DEC 07 2004

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Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

December 7, 2004

RESPONSE AND AMENDMENT

Sir:

In response to the Final Office Action mailed September 8, 2004, please amend the above-referenced patent application as follows and consider the remarks below. This Response is believed to be timely. However, in the event that any extension of time is required, please consider this a request therefor. The Commissioner is authorized to charge any additional fees due or credit any overpayment to Deposit Account 50-1513.

CERTIFICATE OF TRANSMISSION

I hereby certify that this correspondence is being transmitted by facsimile to the United States Patent and Trademark Office at 703-872-9306 on the date indicated below.

CMcGrew

Carissa McGrew

DECEMBER 7, 2004

Date